GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1980
ANSWERED ON:21.07.2004
INCREASE IN CUSTOMER S FACILITIES
Rao Shri Kavuru Samba Siva

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether BSNL/MTNL has further increased the customers facilities;

(b) if so, the details thereof;

(c) Whether the MTNL has also introduced cosmos facility for the customers;

(d) if so, the details thereof; and

(e) the extent to which the said facilities are likely to help the customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)Yes, Sir.

(b)The details of facilities recently introduced in Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for its subscribers are given in the ANNEXURE-I and ANNEXURE-II respectively.

(c)Yes, Sir.

(d)The details are as:-

(i) A group of subscribers (minimum 5 members in a group) can opt for COSMOS facility.

(ii) Each member of the Group is charged @ Rs. 100/- per connection for availing COSMOS/Centrex facility in addition to normal telephone rental charges.

(iii) The telephone connections in COSMOS/Centrax group should belong to the same main exchange or its RSUs/RLUs/RDLUs etc.

(iv) The calls made within COSMOS (Centrex Group) are free of charge.While calls made outside the COSMOS Group are chargeable like normal calls.

(e) These facilities are helpful to the customers to the extent that :

(i) With COSMOS/Centrex facility, customers can make unlimited number of calls within their group on a nominal monthly charge and this results in saving in local call charges. While calls made outside the COSMOS Group are chargeable like normal calls.

(ii) These facilities help the customers by way of easy access to information at cheaper rate.

(iii) Direct Internet Access System (DIAS) facilitates the availability of `always on` Internet services on the same copper pair as used for Voice Telephoney Services.

ANNEXURE-I

FACILITIES INTRODUCED BY BHARAT SANCHAR NIGAM LIMITED (BSNL)

(i)BSNL is providing `Centrex` facility to its customers. Under this facility, a customer in a local call area can form a closed group (CUG), whose members can make unlimited number of calls to each other at fixed monthly charges. This facility is presently available in all new technology exchanges except C-DoT exchange.

(ii) SMS based value added services on mobile for News headlines, Business headlines, Opinion poll, Stock prices information, Astrology and Cricket news etc.

(iii) Provision of Short Messaging Services (SMS) on wired line telephones at selected cities.

(iv) Direct Internet Access System (DIAS) facilities in the select cities.

(v) Call Centres have been opened which are accessible by dialing 1500.

(vi) The Customer Service Centers have been opened as a `Single window Concept`. A total of 3432 CSCs are functioning in BSNL as on 31.5.2004.

(vii) It has been decided to keep the CSCs open upto 8 PM.

(viii) It has been decided to install cheque collection machines where a customer can deposit telephone bill by cheque as per his convenience and get a printed receipt.

(ix) Public grievances service available on telephone number 1094.

ANNEXURE-II

FACILITIES INTRODUCED BY MAHANAGAR TELEPHONE NIGAM LIMITED (MTNL)

(i) Toll-Free Number 1500, opened for providing information and services at single window.

(ii) Two special Internet Plans introduced.

(iii) Asymmetric Digital Subscriber Line (ADSL) service with simultaneous voice Call and Internet Access facility and having learning possible has been started.

(iv) On line Services `Newsline and Infoline` in Delhi and `edonline` in Mumbai introduced for providing latest information about services, products procedures, news etc.

(v) The front end is being empowered to provide most of the services at same place. Front and staff at Customer Interface Point are being motivated, through orientation program, for courteous and prompt service. A Call Centre is put into service to provide a number of services on telephone itself.

(vi) Simultaneous availability of phone and Internet on single line.

(vii) No call charges for Internet.

(viii) Always on Internet connectivity.

(ix) High-speed data communications (64 kbps to 6 mbps).

(x) Group billing options for multiple ADSL accounts.

(xi) 24 hours help line and technical support over phone.

(xii) Garuda-1x subscribers through Wireless Application Protocol (WAP) can get following services:

(a) Public Utility Service Number.

(b) Railway Enquiry.

(c) Airline Enquiry.

(d) Directory Enquiry.

(e) Billing Services.

(f) Telephone Complaints.

(g) E-mail to any valid e-mail account from Rediff, Yahoo, MSN e-mail accounts etc.

(h) Internet search using search engine like Google etc.

(i) News through various portals like BBC, World News etc.

(j) Sports news through ESPN, ATP Tour etc.

(k) Games and Jokes.

(l) Complaint Booking.